

# CIH FAQ

This section includes frequently asked questions for the Clinic in Hand Mobile application suite.

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## General Questions

### I get a Forbidden Error or Database Error when I try to log in

**Answer:** There are two possible causes. Either the iPad lost its connection during log-in, or you do not have Premium DS Logon account.

Click on the link below to view the instructions for getting a Premium DS Log-on account:

[Obtaining a Premium DS Logon Account](#) ([Download the PDF](#))

If you already have a Premium account, wait a few minutes and try again. If repeated attempts fail, contact the Help Desk.

### I get a Server Status:500 Error when opening LaunchPad

When I return to LaunchPad from another app, I receive the following error message:

**ERROR! Error Communicating with Server Status:500.**

**Answer:** Click **OK** in the message. You can then resume launching apps in LaunchPad. This is a bug on the server that we are fixing.

## The VA apps are missing

After starting the iPad, I chose to synchronize or restore my iTunes account instead of connecting as a new iPad. Now the Clinic in Hand apps are missing.

**Answer:** The iPad removed the VA apps when you chose to synch or restore your iTunes account. You must re-install them. These are the tasks:

1. Contact the VA Help Desk and state that you synched your iTunes. The Help desk will send you instructions to install the Airwatch app, which secures private information.
2. Install Airwatch. The VA will send you a "token" that you need to activate Airwatch. You will have 48 hours to apply the token before it expires.
3. Re-install the VA Clinic in Hand apps according to the instructions you receive from the Help Desk.

If you attempt to re-synch or restore your iTunes account again, you will again remove the VA apps.

## How do I install Airwatch

**Answer:**

You must perform this installation within 48 hours of receiving your Airwatch Token in an email from the VA.

1. Open the email from the VA that has your Enrollment information and copy the Airwatch token value where you can access it later in the installation.
2. Tap the App Store icon on the iPad's home screen:



The Apple App Store opens.

3. Tap the search field in the upper right corner. It has a magnifying glass symbol on its left. The virtual keyboard opens.
4. Clear any text in the search field and enter **airwatch**. The App store shows a list of results.
5. Look through the list for **airwatch mdm agent**, and tap it. The iPad displays details about the app:



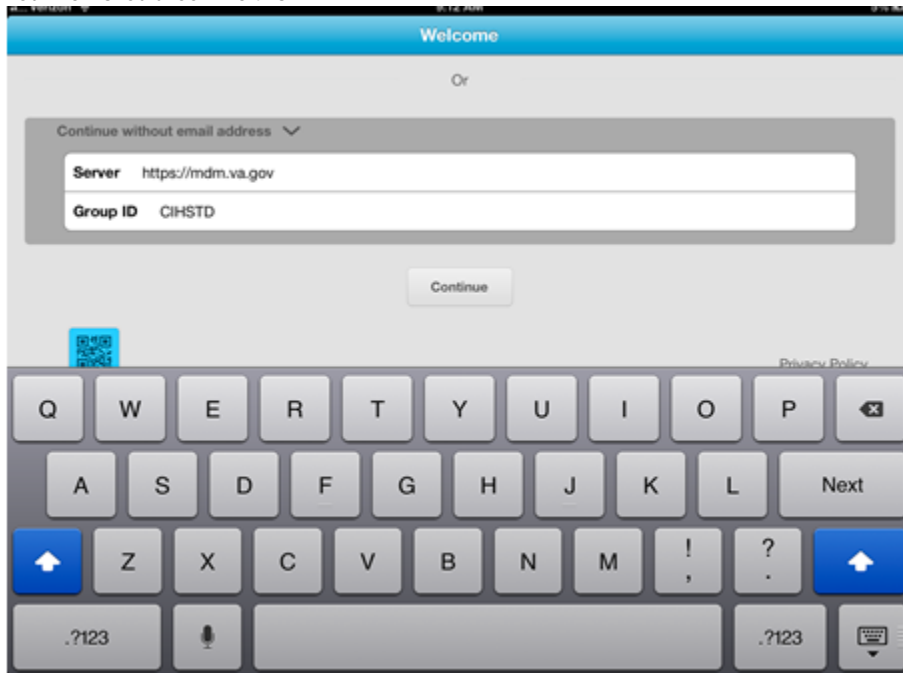
6. Tap the button with the cloud image. The iPad downloads the app from the App Store.
7. Return to the iPad's Home View and tap the Airwatch MDM icon.



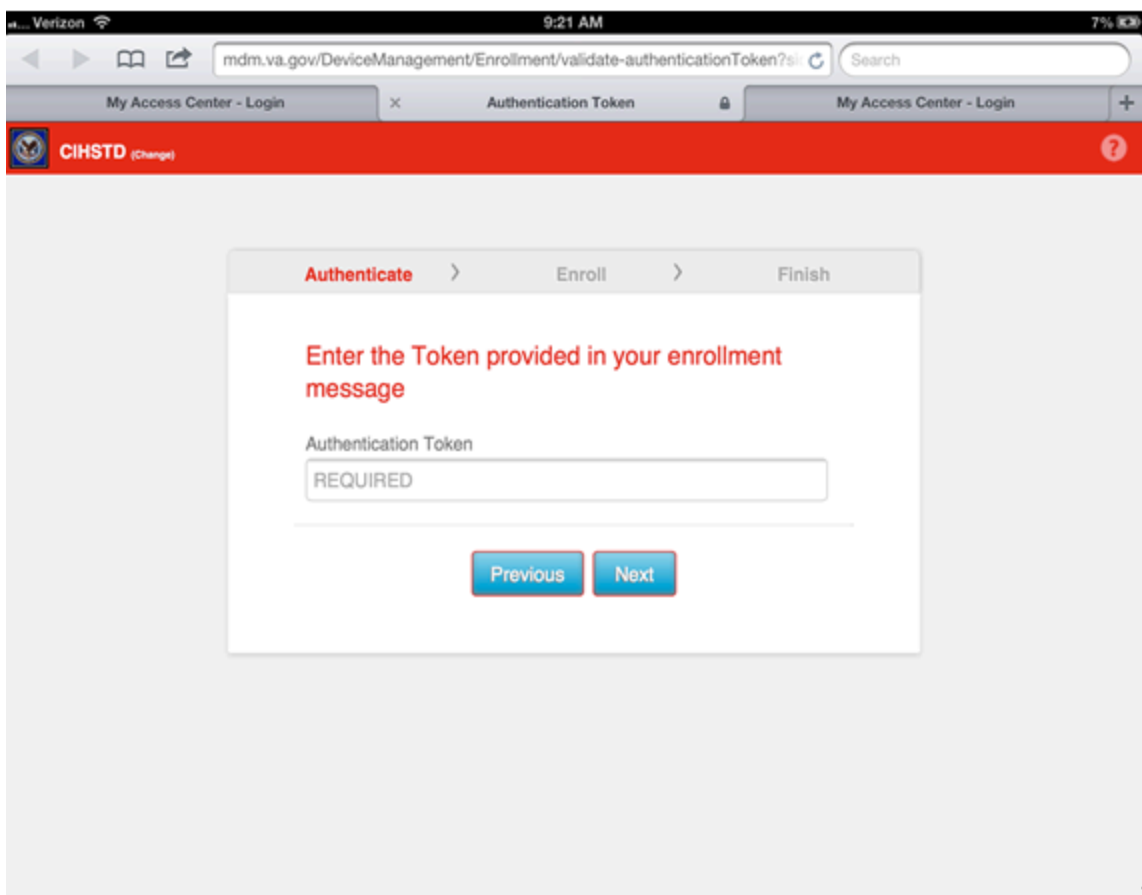
The Airwatch app opens displaying an email field. **Do not enter** your email address here.

8. Tap **Continue** without entering your email address. A Welcome view opens with Server and Group ID fields.
9. Tap the **Server** field and enter:  
`https://mdm.va.gov`
10. Tap the Group ID field and enter:  
`CIHSTD`

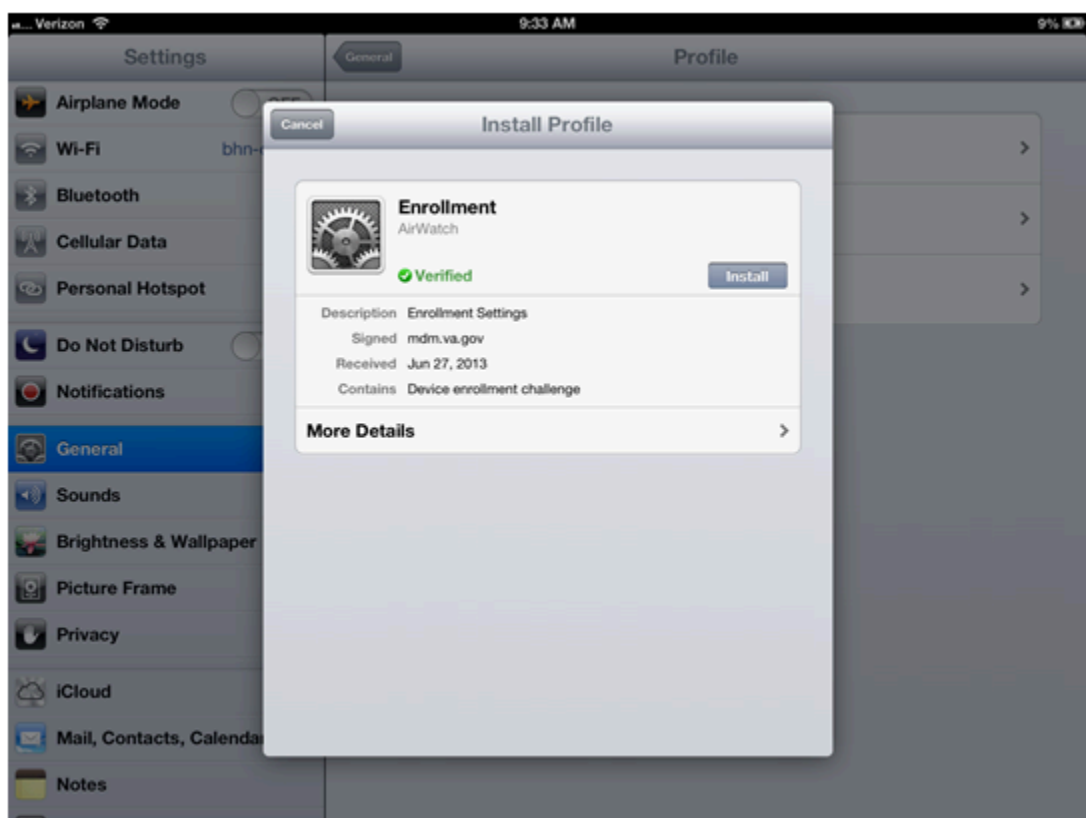
Your view should look like this:



11. Tap **Continue**. Airwatch prompts, "Airwatch" Would Like to Use Your Current Location.
12. Tap **OK**. Airwatch prompts, **Not Enrolled, The device is currently not MDM enrolled. Enroll now?**
13. Tap **Yes**. Airwatch prompts you for the token you received from the VA.



14. Tap the **Authentication Token** field and enter the token value from the VA email you located in step 1.
15. Tap **Next**. Airwatch prompts you to accept the Terms of Use.
16. Tap **Accept**. Airwatch verifies your account and token. This can take a few moments so wait for the following **Install Profile** prompt:



17. Tap **Install**. Airwatch displays a message stating that installing Airwatch allows a VA mobile device administrator to remotely manage

your iPad. This is required to use the VA apps.

18. Tap **Install**. Airwatch activates and verifies your profile information.
19. Tap **Done**. Airwatch prompts you to install the VA apps associated with your profile.
20. Install each VA app until you are no longer prompted. Slide through the Apps views until you see the VA apps:



## I can't email a form

When submitting a Clinic in Hand form, the app disallows sending the form because the app is not synchronized with my email.

**Answer:** You must set up your iPad to allow sending mail from your account. To synch your email account with the app:

1. Open **Settings**.
2. Choose **Mail, Contacts, Calendars**.
3. Choose **Add Account**.
4. Choose one of the listed common mail account types, or choose **Other** if your mail account type isn't listed. A form opens requesting account information.
5. Fill in the form with your account information, including your account password.
6. Click **Next**. The iPad verifies the account. If it is successful, the iPad displays settings for the account.
7. Ensure **Mail** is set to **On**.
8. Click **Save**. The iPad saves your account and returns to the **Mail, Contacts, Calendars** view. You can now return to the app and try submitting the form.

## Health Advocate

### I can't email the Health Advocate form

When I send the Health Advocate form, the app disallows it because the app is not synchronized with my email.

**Answer:** Your iPad may not be set up to use your email account. Follow these instructions to allow your iPad to send email from this app:

1. Open **Settings**.
2. Choose **Mail, Contacts, Calendars**.
3. Choose **Add Account**.
4. Choose one of the listed common mail account types, or choose **Other** if your mail account type isn't listed. A form opens requesting account information.
5. Fill in the form with your account information, including your account password.
6. Click **Next**. The iPad verifies the account. If it is successful, the iPad displays settings for the account.
7. Ensure **Mail** is set to **On**.
8. Click **Save**. The iPad saves your account and returns to the **Mail, Contacts, Calendars** view. You can now return to the app and try submitting the form.

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